



FOREST & COMPANY

SINCE 1920

January 25, 2002

Mr. Greenspan
The Greenspan Co./Adjusters International
16542 Ventura Blvd. #200
Encino, CA 91436

Re: Your File No.: LAX-9669-200

Dear Robb,

Now that our loss claim is concluded and payments have been made, I would like to thank you for your efforts put forth on my behalf in my insurance claim.

Unfortunately, what I believed to be a small loss turned out to be far greater than we had ever imagined. Fortunately, you were able to find coverage within our policy to cover the code and ordinance issues that could have been a major problem for us.

Your help in preparing and negotiating this claim and expediting the payment was invaluable to us. Thank you very much for the time and effort you put forth on our behalf. I would be glad to recommend you to any property owners suffering such a calamity.

Sincerely,


Ira Forest